

## REMARKS / ARGUMENTS

The previously-pending claims have been rejected and are now amended as set forth above. New claims have been added. The new claims as well as the amendments to the original claims are fully supported by the originally-filed application; see, e.g., paragraphs 108 – 125 of the publication of the present application (US 2004/0230494 A1).

All the pending claims have been rejected under 35 USC Section 103 as being anticipated by the US Patent Number 6,337,858 by Petty et al. ("Petty") in view of Shaffer et al. (US 6,477,374 B1)

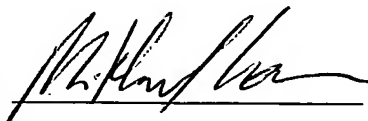
The Petty patent is discussed in the previous response, which discussion is incorporated herein by reference. In Petty, an end user ("the user" in Petty) is provided with a voice button on a webpage so as to accomplish a voice connection with an operator of the service that provided the web page. The present claims recite that the "end user" is enabled to specify telephone service logic. On the other hand, in Petty, the "end user" is not in control of the telephone service, and in particular in connection with the services recited in the claims.

Applicants object to the Official Notices in the office action which are unsupported by documentary evidence and therefore improper under, e.g., MPEP 2144.03.

The claims as amended and added recite the features clearly lacking in the cited art and, therefore, all the claims are patentable.

Respectfully submitted,

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